



# LET'S TALK ABOUT WORKING IN GOVERNMENT

Edition 04 | HEALTH EQUITY BEAT  
A HEALTH EDUCATION NEWSLETTER

Erie County employs over 5,000 people in stable jobs that provide important services and support for residents and visitors. People who work in government are called civil servants. Civil service jobs can provide steady income, job security, career advancement opportunities, good benefits, retirement, public student loan forgiveness, and more.

## CIVIL SERVICE BASICS

The two main categories of civil service positions are classified or unclassified. **Unclassified** positions are typically elected officials or positions appointed by elected officials. **Classified** positions are filled based on **skills** and **ability** rather than political party affiliation.

## TYPES OF CLASSIFIED POSITIONS

**COMPETITIVE** – A job that requires candidates meet minimum qualifications and have taken, passed, and are found “reachable” on a civil service examination eligible list. >See inside for more info.

**NON-COMPETITIVE** – A position that does not require a civil service exam. Minimum qualifications for these jobs are skills that are not practical to test for in an exam format. Examples: librarians, nurses aides, physicians, and truck drivers.

**LABOR** – A position that does not require a civil service exam. Minimum requirements and skills testing may be required based on the job. Examples: bus attendant, cleaner, groundskeeper, and sanitation worker.

## HOW TO FIND CIVIL SERVICE JOB ANNOUNCEMENTS & EXAM INFORMATION



View current opportunities & sign up to receive email notices for future exams.

**ERIE COUNTY:** Includes towns and villages, public authorities, community colleges & school districts  
[www.erie.gov/employment](http://www.erie.gov/employment) ⚡

### CITY OF BUFFALO

[www.buffalony.gov/jobs](http://www.buffalony.gov/jobs) ⚡

### CITY OF LACKAWANNA

[lackawannany.gov/government/civil-service](http://lackawannany.gov/government/civil-service) ⚡

### CITY OF TONAWANDA

[www.tonawandacity.com/residents/civil\\_service](http://www.tonawandacity.com/residents/civil_service) ⚡

### NEW YORK STATE

[www.cs.ny.gov](http://www.cs.ny.gov) ⚡

### UNITED STATES

[usajobs.gov](http://usajobs.gov) ⚡

**PERSONNEL** - the department or part of an organization concerned with the hiring, training and assistance of employees. Personnel should not be confused with personal or personable. These terms have very different meanings.



Erie County  
Department of  
Health



Public Health  
Prevent. Promote. Protect.

OFFICE OF HEALTH EQUITY

[www.erie.gov/health-equity](http://www.erie.gov/health-equity) ⚡

# TALK THE TALK



## LEARN THE TERMS USED ON EXAM & JOB ANNOUNCEMENTS

Civil service exams and job postings have their own language. Let's go through some of the basic terms on exam announcements and job postings.

### JOB OPPORTUNITIES

**EXAM ANNOUNCEMENTS** - Civil service exams currently accepting applications

**CONTINUOUS RECRUITMENT** - Applications always being accepted with no deadline. There are no civil service exams for these jobs but other testing may be required. These are typically licensed health care professions.

**JOB POSTINGS** - Jobs that may or may not have civil service exams connected to them. Note "Exam Type" when viewing positions. A skills test or exam may be required at a future date.

### EXAM TYPES

**OPEN TO THE PUBLIC** or **OPEN-COMPETITIVE** - Open to any and all qualified individuals.

**PROMOTIONAL** - Open only to all qualified individuals already working for that employer.

### EXAM ANNOUNCEMENT COMPONENTS

Exam announcements and exams are available in English only. Read the announcement carefully. See the following page for an example announcement with key parts explained.

### EXAM APPLICATION & FEES

Applications **MUST** be dropped off or postmarked by the correct day. Fees can be paid with check, money order or credit card. Credit cards are only accepted in person and there is an additional \$1.50 fee. Notifications are sent in the mail and/or email 10 days before the exam.

### TWO EXAMS ON THE SAME DAY?

If you want to take exams in more than one jurisdiction on the same day, you must also submit a Cross-Filer Form with your application. Find the form here: [erie.gov/employment](http://erie.gov/employment) ⚡

## FEE WAIVER FORM

You may be eligible to take Civil Service exams for free



Applicants for Erie County positions can request that exam application fees be waived if they are:

- 1 Unemployed and primarily responsible for a household
- 2 Receiving public assistance [Medicaid, Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), Family Assistance, Safety Net Assistance].

- 3 Certified through the Job Training Partnership Act or Workforce Investment act through a state or local social service agency such as Buffalo Employment Training Center or ECC One Stop Center.

See the following page for more information on Comprehensive Career Centers in Erie County.

Find the Fee Waiver Form here:

[www3.erie.gov/employment/applications](http://www3.erie.gov/employment/applications) ⚡

# SAMPLE CIVIL SERVICE EXAM ANNOUNCEMENT

## Program Coordinator - Senior Services 66-696

Job Type	Full Time	Location ⓘ	Buffalo, NY	Where the job is located
Job Number	66-696	Department	See Announcement	
Closing	⚠ 10/5/2022 11:59 PM Eastern			
Application Fee - Open to the Public	\$20.00			

**The very last day exam applications will be accepted. Applications must be delivered in person or postmarked. There are no exceptions.**

### DESCRIPTION

### BENEFITS

## Civil Service Exam Announcements and Exams are offered in English language only

### Description

Erie County is an Equal Opportunity Employer and committed to workplace diversity.

### Residence Requirements: You will need to prove your residency at a later time.

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF ERIE COUNTY FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST AND MUST BE LEGAL RESIDENTS OF ERIE COUNTY AT THE TIME OF APPOINTMENT. Preference may be given to successful candidates who have been residents of the municipality in which the appointment is to be made for one month preceding the date of the certification of the eligible list and who are residents of the municipality at the time of appointment. Non-residents may be required to become a resident of the appointing municipality if local law so states.

There is one anticipated vacancy in the **Town of Amherst** (\$40,876 - \$56,144 annually) and one anticipated vacancy in the **Town of Hamburg** (\$27.05 hourly). The eligible list resulting from this examination will be used to fill this vacancy and other appropriate vacancies which may occur in municipalities or districts under the jurisdiction of Erie County Civil Service while this list is active.

### Examples of Duties

Plans, organizes, directs and coordinates the implementation of program activities;  
Coordinates programs with other social, educational, recreational and cultural services provided in the community;  
May be assigned to specific major programs such as an adult day care program and responsible for the following areas: develops policies and procedures, resources for program, recruits and trains staff and volunteers and fiscal control;  
Assesses the interests of the participants in senior citizens programs;  
Gives lectures and makes presentation to community organizations and other concerned groups interested in the program;  
Develops and promotes volunteer activities by and for the elderly in the program;  
Acts as a liaison with other agencies which provide services to the elderly;

### Minimum Qualifications

**If you submit an application and you do not meet the minimum qualifications, your application will be denied and your fee will not be refunded. If you aren't sure if you qualify, call and ask questions. If you think you have been wrongfully denied, you can file an appeal.**

**MINIMUM QUALIFICATIONS:** Candidates must meet one of the following requirements on or before the date of the written test:

- A) Possession of a Bachelor's degree and one year full-time paid work experience in programmed activities for the elderly in the areas of education, social services, recreation or culture; or:
- B) Graduation from high school or possession of a high school equivalency and five years of full-time paid work experience as outlined in A) above; or:
- C) An equivalent combination of training and experience as defined by the limits of A) and B).

### Notes:

- 1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time
- 2. Your degree must have been awarded by a college or university accredited by a regional, recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education or an educational institution outside the United States and its territories, you must provide index of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**Notice to Candidates:** Transcripts will now be accepted by the Department of Personnel ONLY at time of application. All subsequent transcripts must be submitted at time of interview.

**Transcripts are official documents, stating your grades and degree status, provided by your education institution. You may need to pay to receive a copy. Contact the school directly to find out more info.**

Applications Must Be Postmarked or Hand Delivered By:

October 5, 2022

**No exceptions are given for this. 95 Franklin St, Room 604, is open until 4:00 pm Monday - Friday**

**Subjects of Examination:** **These are the topics you will be tested on.**

**Scopes / Subjects of examination:** A test designed to evaluate knowledge, skills and /or abilities in the following areas:

**Characteristics, Issues, and problems relating to older adults**

These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

**Working with people in human services situations**

These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

**Educating and interacting with the public**

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

**Preparing written material**

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

**Administrative techniques and practices**

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

**Test guide:** **Test guides may be available at your public library or online for download or purchase**

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

**You might need a calculator!**

**NOTICE TO CANDIDATES:** It is **recommended** that candidates use a quiet, hand held, solar or battery powered calculator. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials. **(you cannot use a cell phone)**

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**Your status may add points to your score if they can verify it**

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in the OPEN examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.



# NEXT STEPS

Here are things to know once you have applied for a job or taken a test.

## **TEST RESULTS**

The Department of Civil Service scores your exam. Scoring can take a long time. Your score, assuming you passed, determines how quickly the agency contacts you to fill a vacancy.

## **ELIGIBLE LIST**

List of candidates who have taken and passed a civil service exam and rank among the top three or tied with the top three scores. This is the list the agency will use to fill the position.

## **REACHABLE**

A candidate for a competitive position who meets the minimum qualifications, has taken, passed, and found eligible for the position is considered reachable.

## **CANVASS**

An email, phone call or letter asking if an eligible candidate would be willing to accept the appointment if it were offered. This is NOT a job offer.

## **PROBATIONARY TERM**

All individuals placed in competitive or non-competitive positions are required to satisfy a probation period. In Erie County, this period is six months long. During this time the candidate must show that they can achieve and maintain the standards of the job.

## **PERMANENT EMPLOYMENT**

A job filled by a candidate deemed eligible for the position. Once you complete your probation period, your job is permanent. Permanent employees are protected by a Collective Bargaining Unit (union).


## **PROVISIONAL EMPLOYMENT**

A job filled temporarily by a candidate, where no list of eligible candidates is available. This typically happens when there is a job open but no exam currently offered.

# STUDENT LOAN FORGIVENESS

## **All government employees are eligible for college debt forgiveness**

The United States Department of Education Public Student Loan Forgiveness Program (PSLF) forgives college debt after 10 years (120 months) of making qualified, income-based payments. This means that once you document all of your employment and complete the correct number of payments, your entire loan may be considered paid. Any William D. Ford Federal Direct Loan qualifies for PSLF. You must be

employed full-time (30+ hours per week) and enroll in an income-based payment plan (IDR). These repayment plans are intended to keep your payment affordable. In some cases, your payment may be \$0 per month and still qualify you for forgiveness. You CAN combine time spent at different qualifying employers. Visit [studentaid.gov/manage-loans/forgiveness-cancellation/public-service](https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service) for more information. 




# RESOURCES

## ERIE COUNTY PERSONNEL DEPARTMENT

ADMINISTERS CIVIL SERVICE EXAMS AND MAINTAINS ELIGIBLE LISTS FOR THE COUNTY & MUNICIPALITIES.

95 Franklin St, Room 604  
Buffalo, N.Y. 14202


Main Line: (716) 858-8484  
Exam Line: (716) 858-8729

Mon-Fri 8:30am - 4:30 pm  
[erie.gov/employment](http://erie.gov/employment) 

Note: if dropping off an application in person, you must go through security at 95 Franklin St.

### ERIE COUNTY SOCIAL SERVICES COMPREHENSIVE EMPLOYMENT DIVISION

EMPLOYMENT AND TRAINING SERVICES FOR  
TEMPORARY ASSISTANCE AND SNAP RECIPIENTS

290 Main Street  
Buffalo, N.Y. 14202 (716) 858-7548  
Mon-Fri 8 am - 4 pm  
[www3.erie.gov/socialservices/comprehensive-employment-division](http://www3.erie.gov/socialservices/comprehensive-employment-division) 

### ERIE COUNTY SOCIAL SERVICES MULTI-ABUSE ASSESSMENT TEAM (MAAT)

JOB PLACEMENT AND TRAINING FOR INDIVIDUALS  
WITH SUBSTANCE USE DISORDERS

158 Pearl St - Room 210  
Buffalo, N.Y. 14202 (716) 858-1319  
Mon-Fri 8:30 am - 4:40 pm  
[www3.erie.gov/socialservices/multi-abuse-assessment-team-maat](http://www3.erie.gov/socialservices/multi-abuse-assessment-team-maat) 

### ERIE COUNTY YOUTH - SYEP

SUMMER EMPLOYMENT PROGRAM FOR YOUTH 14-20  
[erie.gov/syep/about](http://erie.gov/syep/about) 

### NEW YORK STATE EMPLOYMENT SERVICES SYSTEM (NYESS)

EMPLOYMENT SERVICES & SUPPORTS INCLUDING A  
"TICKET TO WORK" PROGRAM FOR PEOPLE WHO  
RECEIVE SSDI AND/OR SSI PAYMENTS.

44 Holland Ave. Basement  
Albany, N.Y. 12229 (518) 474-2338  
Mon-Fri 9 am - 5 pm


### ERIE COUNTY EQUAL EMPLOYMENT OPPORTUNITY

INVESTIGATES HARASSMENT COMPLAINTS AND  
MONITORS EQUAL EMPLOYMENT AND AFFIRMATIVE  
ACTION POLICY AND PROCEDURES

[www3.erie.gov/eeo](http://www3.erie.gov/eeo)  (716) 858-7542

### ERIE COUNTY SENIOR SERVICES - RSVP

SUPPORT FOR OLDER ADULTS SEEKING EMPLOYMENT &  
VOLUNTEER OPPORTUNITIES

[erie.gov/seniorservices/volunteer-employment](http://erie.gov/seniorservices/volunteer-employment)  (716) 858-7548

## TOOLS YOU CAN USE



Our local library has resources to help you advance your career!

Visit **Buffalo & Erie County Public Library's YouTube Channel** to view videos covering:

- Resume & Cover Letter Fundamentals
- Applying for a Civil Service Exam in Erie County and/or New York State
- Fundamentals for a Successful Job Interview
- Technology Training

Visit: [buffalolib.org](http://buffalolib.org) 

### ASK ANY LIBRARIAN ABOUT:




- Job searching software
- Civil Service Exam Study Guides
- Resume writing
- Applying for jobs online
- Career planning
- Setting up a LinkedIn profile
- Passive income opportunities
- Higher education
- Vocational training



# WORKFORCE BUFFALO CAREER CONNECTIONS

JOB SEEKER SERVICES & TRAINING FOR ADULTS & YOUTH, INCLUDING EXAM SUPPORT

## BUFFALO EMPLOYMENT & TRAINING CENTER

77 Goodell St (716) 856-5627  
Buffalo, N.Y. 14203 betc@wdcinc.org  
Mon-Fri 9 am - 5 pm     
workforcebuffalo.org/betc @BETC716

## SUNY ERIE NORTH CAMPUS CAREER CENTER

Gleasner Hall, Room 166 (716) 270-4444  
6205 Main St, Suite G166 onestop@ecc.edu  
Williamsville, N.Y. 14221  
Mon-Fri 8 am - 4 pm  
elinks.ecc.edu/onestop

## SUNY ERIE SOUTH CAMPUS CAREER CENTER

South Campus (716) 270-4444  
4041 Southwestern Blvd onestop@ecc.edu  
Rm 6201C  
Orchard Park, N.Y. 14127  
Mon-Tues & Thurs-Fri 8 am - 4 pm  
Wednesdays 10 am - 6 pm  
elinks.ecc.edu/onestop

## CENTER FOR EMPLOYMENT OPPORTUNITIES

CAREER BUILDING AND WORKFORCE RE-ENTRY FOR  
INDIVIDUALS UNDER CRIMINAL JUSTICE SUPERVISION

170 Franklin St, Suite 300  
Buffalo, N.Y. 14202 (716) 842-6320  
Mon-Fri 8:30 am - 4:30 pm  
www.ceoworks.org

## NYS DEPT OF LABOR CAREER CENTERS

### BUFFALO CAREER CENTER

284 Main St (716) 851-2600  
Buffalo, N.Y. 14202  
Mon-Fri 8:30 am - 4:30 pm  
www.labor.ny.gov

### WILLIAMSVILLE CAREER CENTER

4175 Transit Road (716) 634-9081  
Williamsville, N.Y. 14221  
Mon-Fri 8:30 am - 4:30 pm  
www.labor.ny.gov

## DRESS FOR SUCCESS

PROFESSIONAL ATTIRE FOR JOB SEEKERS

(716) 710-0092  
1256 Hertel Ave  
Buffalo, N.Y. 14216  
buffalo.dressforsuccess.org



## ERIE COUNTY SERVICE LINK STOP

LINKS TO SUPPORT SERVICES FOR ANYONE,  
FOCUSING ON INDIVIDUALS RECENTLY RELEASED  
AND/OR UNDER CRIMINAL JUSTICE SUPERVISION

120 West Eagle  
Buffalo, N.Y. 14202 (716) 858-1757  
Mon-Fri 9 am - 3 pm

## ERIE COUNTY PIVOT PROGRAM

WAGE SUPPORT PROGRAM DESIGNED TO MEET THE HIRING NEEDS OF LOCAL EMPLOYERS

PIVOT will pay the full-time wages of participants for up to six months while training on the job. Individuals are referred to PIVOT and matched to employers based on skills. PIVOT works with employers in a wide range of work environments. For more information, visit [www3.erie.gov/socialservices/pivot-program](http://www3.erie.gov/socialservices/pivot-program)

## TECHBUFFALO

TRAINING IN TECHNOLOGY CAREERS

TechBuffalo partners with local employers and educational institutions to build a workforce with the skills necessary to work in evolving data and tech fields. Programs include training and exam prep. To learn more, visit [www.techbuffalo.org](http://www.techbuffalo.org)



## NYS PCO EXAM

### PROFESSIONAL CAREER OPPORTUNITIES EXAM FOR NEW YORK STATE GOVERNMENT JOBS

Job seekers with a bachelor's degree from a qualifying institution can take the PCO examination for consideration of employment with New York State government. NYS uses this test to fill more than 150 different entry-level professional state jobs across a wide range of disciplines. For more info, visit: [www.cs.ny.gov/pco](http://www.cs.ny.gov/pco)



## ADDITIONAL EMPLOYMENT SERVICES

### ADULT EDUCATION DIVISION OF THE BUFFALO PUBLIC SCHOOL DISTRICT

ENGLISH AS A NEW LANGUAGE, COMPUTER SKILLS,  
CAREER SKILLS TRAINING & VOCATIONAL TRAINING

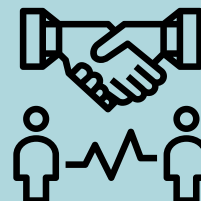
389 Virginia St. (716) 888-7088  
Buffalo, N.Y. 14201 ext. 100  
[www.upskill.org](http://www.upskill.org)

### NORTHLAND WORKFORCE TRAINING

683 Northland Ave. (716) 436-3229  
Buffalo, N.Y. 14211 [northlandwtc.org](http://northlandwtc.org)

### ORGANIZATIONS PROVIDING CAREER SUPPORT

- AMERICAN MEDICAL RESPONSE WNY
- BUFFALO URBAN LEAGUE
- HISPANIC HERITAGE WNY
- JEWISH FAMILY SERVICES
- JOURNEY'S END BUFFALO
- THE PRIDE CENTER



## EMPLOYMENT SERVICES FOR PEOPLE WITH DISABILITIES

### THE ARC

DISABILITY-INFORMED TRAINING FOR BUSINESSES TO  
EXPAND JOBS FOR PEOPLE WITH DISABILITIES

30 Wilson Road (716) 856-4201  
Williamsville, N.Y. 14221  
Mon-Fri 8 am-5 pm  
[thearc.org](http://thearc.org)

### ACCESS - VR

VOCATIONAL REHAB FOR ADULTS

508 Main Street (716) 848-8001  
Buffalo, N.Y. 14202 TTY (716) 848-8105  
Mon-Fri 8:30 am- 5:30 pm  
[www.acces.nysed.gov](http://www.acces.nysed.gov)

### PEOPLE INC

TRAINING AND EMPLOYMENT SERVICES

Locations in Amherst,  
Buffalo, Depew &  
Williamsville, N.Y.

General Info  
1-888-773-6759  
Vocational Services  
(716) 817-5750  
Job Placement  
(716) 694-6630

### SASI INC

EMPLOYMENT SERVICES

960 W Maple Ct (716) 805-1555  
Elma, N.Y. 14059 1-855-805-sasi (7274)  
Mon-Fri 8:30 am-4:30 pm [www.sasinc.org](http://www.sasinc.org)



THIS IS A PUBLICATION OF THE

## ERIE COUNTY OFFICE OF HEALTH EQUITY

This publication is available in 5 languages on our website and in print.

The Erie County Office of Health Equity's vision is for everyone in Erie County to achieve maximum health and wellness. The Office of Health Equity is located within the Erie County Department of Health.

**Want to learn more?**

Visit [www.erie.gov/health-equity](http://www.erie.gov/health-equity)

Email us at [HealthEquity@erie.gov](mailto:HealthEquity@erie.gov)



Erie County  
Department of  
Health



Public Health  
Prevent. Promote. Protect.

**OFFICE OF HEALTH EQUITY**

[www.erie.gov/health-equity](http://www.erie.gov/health-equity)

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